

10406us My Activboard 100 / 300 series is not interactive, and has a steady pink light, or no light at all in the top left hand corner

Applicable to:

Activboard 100
Activboard 300
Activboard 300 PRO

Information:

The Activboard 100 and Activboard 300 range have been designed to run as standard with Activmanager (Activdriver 5) as the system driver. The driver contains specific information to this model of Activboard.

If you are experiencing the above issue, it is more than likely because Activdriver version 4 is still installed on the computer.

Solution:

To update to the latest version of Activdriver, please visit www.prometheanplanet.com, and download the latest version of ActivInspire software. (Please note, you will need to be registered and logged in to obtain ActivInspire) The ActivInspire software also contains ActivManager (Activdriver 5), and will install the driver over the top of the existing driver 4 – ensuring your Activboard 100 / Activboard 300 / Activboard 300 PRO can communicate correctly with the computer.

NB. Please ensure the board is not plugged in to the USB port of your computer whilst installing ActivInspire / Activmanager (Activdriver 5).